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June 27, 2003

Mary L. Cottrell, Secretary
Department of Telecommunications and Energy
One South Station
Boston, MA 02110

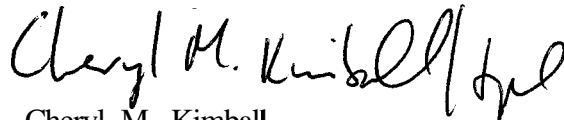
Re: NSTAR Gas Company, D.T.E. 03-21, Response to Information Request

Dear Secretary Cottrell:

Enclosed for filing in the above-referenced matter is the response of NSTAR Gas Company to the Information Request set forth on the accompanying list.

Thank you for your attention to this matter.

Sincerely,


Cheryl M. Kimball

Enclosures

cc: Jody Stiefel, Hearing Officer
Service List

Responses to Information Requests

Information Response DTE-3-1

June 27, 2003

Information Request DTE-3-1

Referring to the latest Department Information Request regarding Odor Calls, please provide a complete listing of all Class I and Class II Odor Calls the Company responded to, including the amount of time it took the Company to respond to the call, the cause of the odor, and the amount of time it took to correct the cause of the odor for the following periods only: January 1, 2002 to January 31, 2002, and June 1, 2002 to June 30, 2002.

Response

Under the terms of the Company's Service Quality Plan, the Company is required to track the percentage of Odor Calls responded to within 60 minutes. In January 2002, NSTAR Gas received a total of 1,647 Odor Calls, of which 99.9 percent were responded to within 60 minutes. In June 2002, the Company received a total of 1,087 Odor Calls, of which 99.6 percent were responded to within 60 minutes.

As the Company explained in its response to Information Request DTE 2-1, NSTAR Gas tracks the response time for each reported Odor Call by having a dispatcher manually prepare a separate document that includes the time that the call was received, the time that a field technician was notified that an Odor Call was reported and the time that the field technician arrived on the scene. The forms are maintained in the Company's storage facility in Southborough, Massachusetts. No log is maintained to track and compile the cause of the odor or the amount of time that it took to correct the cause of the odor. As the Company received a total of 2,734 Odor Calls in January and June 2002, the Company has not included with this response the voluminous records that the Company has maintained for each of those calls.